# CROWN Memorandum

Memo Number: 02-0015-SW

TO:         ESRD Executive Directors, ESRD Data Managers, Regional Project Officers

FROM:      Matthew Leipold, Director, Division of ESRD Systems and Contract Management Information Systems Group, OCSQ

DATE:      October 17, 2002

SUBJECT:  Quality Net Help Desk--ACTION

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As discussed at the Quality Net conference in September, CMS is introducing the ESRD Community to the Quality Net Help Desk.  The Quality Net Help Desk will serve as the central point of contact for CMS Contractors, ESRD Networks, and the provider/facility community. With the release of VISION 2.0 there is a need to have a central point of contact for software issues from the provider/facility community and CMS contractors.  The Quality Net Help Desk will be the central point of contact to handle calls not only about the VISION software but also to handle questions on how to obtain tokens and how to access REMIS, VISION, and SIMS.

The Networks should begin contacting the Quality Net Help Desk regarding CROWN issues, such as access to QNet, issues with tokens, or problems with hardware and/or software. As facilities are trained on VISION, they should be instructed to call the Quality Net Help Desk for all issues.  The Help Desk staff will be trained on VISION and they also have access to the Iowa Foundation for Medical Care staff that have many years experience with systems development and deployment.  The Hours of Operation are 7:00 AM TO 7:00 pm ET, Monday-Friday.  The Phone number is (866) 288-8912; e-mail is ifmc.qnetsupport@sdps.org and FAX number is (888) 329-7377.

In addition to instructing the ESRD community to contact the Help Desk each Networks needs to identify two users as Quality Net Points of Contact (POC).  The purpose of the POC will be to receive warm transfers from the Quality Net Help Desk, enter/view tickets into REMEDY, receive/print reports from REMEDY, and receive notification of new tickets.  A warm transfer means that the Help Desk will transfer a call while the caller is on the line to have a three-way conversation. We suggest that the Quality Net Exchange Administrator and backup would be appropriate candidates to assume these responsibilities.

These POCs will be notified of all QualityNet Help Desk issue tickets received from users at their Network, and from providers in their Network   These Network users will also be able to access the QualityNet Issue Ticket module of Remedy and view the issued tickets for their Network and their providers. Remedy is the Help Desk software to enter and track all calls. They

will be able to run reports on the number and type of calls the QualityNet Help Desk receives. Each of these users will need to have the Remedy client software installed on their workstation after their account has been set up.  A Remedy Help Desk User's Guide will be provided and training sessions via WebEx will be scheduled for training on the QualityNet Issue Ticket module.

Please complete the attached form to identify the Points of Contact and submit to the Quality Net Help Desk at ifmc.qnetsupport@sdps.org no later than October 25.

# 1.1 Points of Contact for Remedy Help Desk

| Network: |
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| **Name of person who submitted new points of contact:** |
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| **Phone Number or E-mail address of person who submitted new points of contact:** |
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| POC #1 | First Name: | Last Name: |
| --- | --- | --- |
| | E-mail: | Phone: |
| **2   Would this person prefer to be notified by E-mail ☐   or by Remedy Notify ☐** | | |

| POC #2 | First Name: | Last Name: |
| --- | --- | --- |
| | E-mail: | Phone: |
| **3   Would this person prefer to be notified by E-mail ☐   or by Remedy Notify ☐** | | |

| 3.1.1.1   Name of person who should be contacted to install Remedy on these workstations: |
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| **Phone number of person who should be contacted to install Remedy on these workstations:** |
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| **E-mail address of person who should be contacted to install Remedy on these workstations:** |
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